

Life and Work Beyond 2020

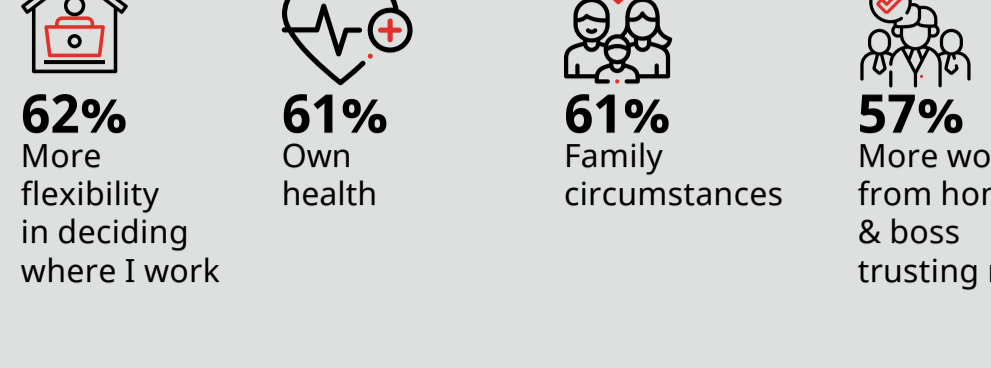
How our values, relationships with businesses and working lives are changing

2020

was an emotional roller coaster

43%
Were less happy

What made us less happy?



27%
Were happier

What made us happier?



The top 3 emotions we felt were:
WORRIED ANXIOUS FRUSTRATED

Our routines changed

Today, we are



We are doing more of



Our work-life balance was disrupted

Today, we are

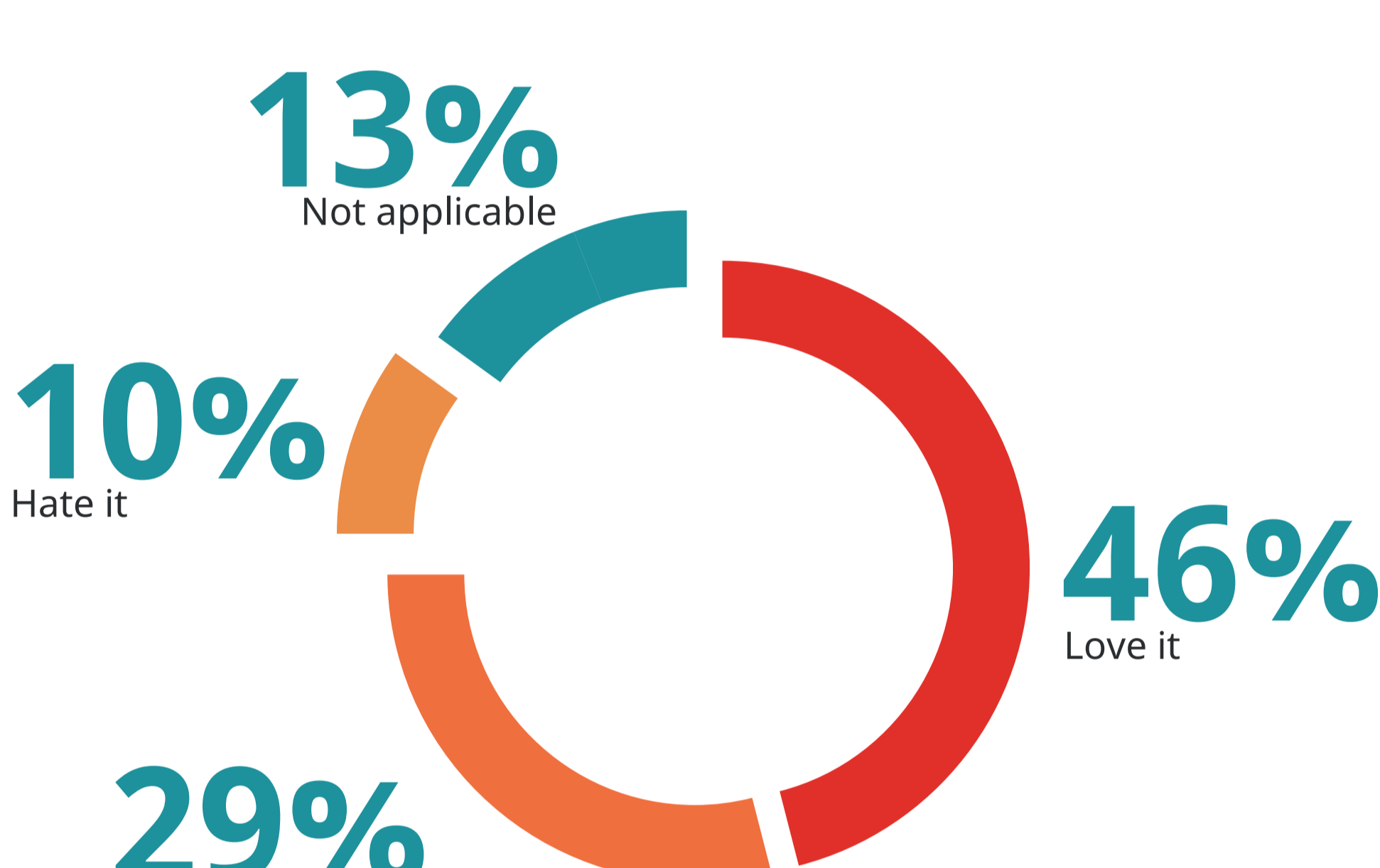


We are worried about



Working from anywhere

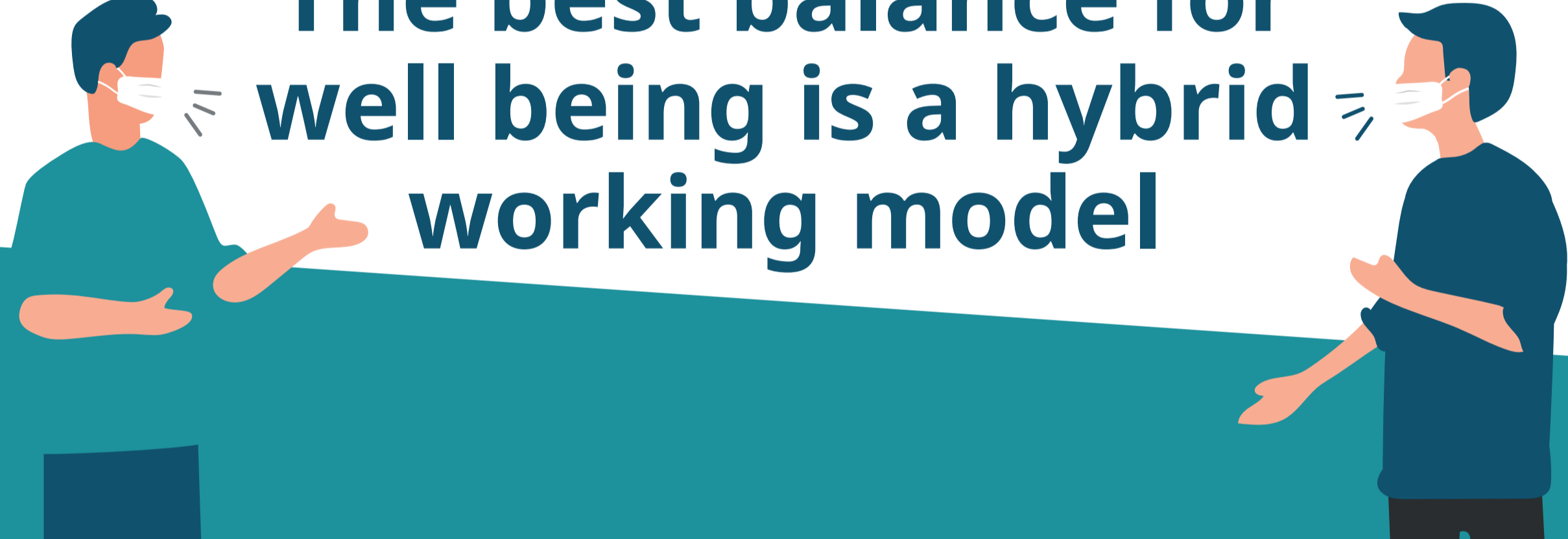
loved by some, not others



2 in 3 couples are happier working from anywhere

53% of our Gen Z colleagues wish they had the option to work from anywhere

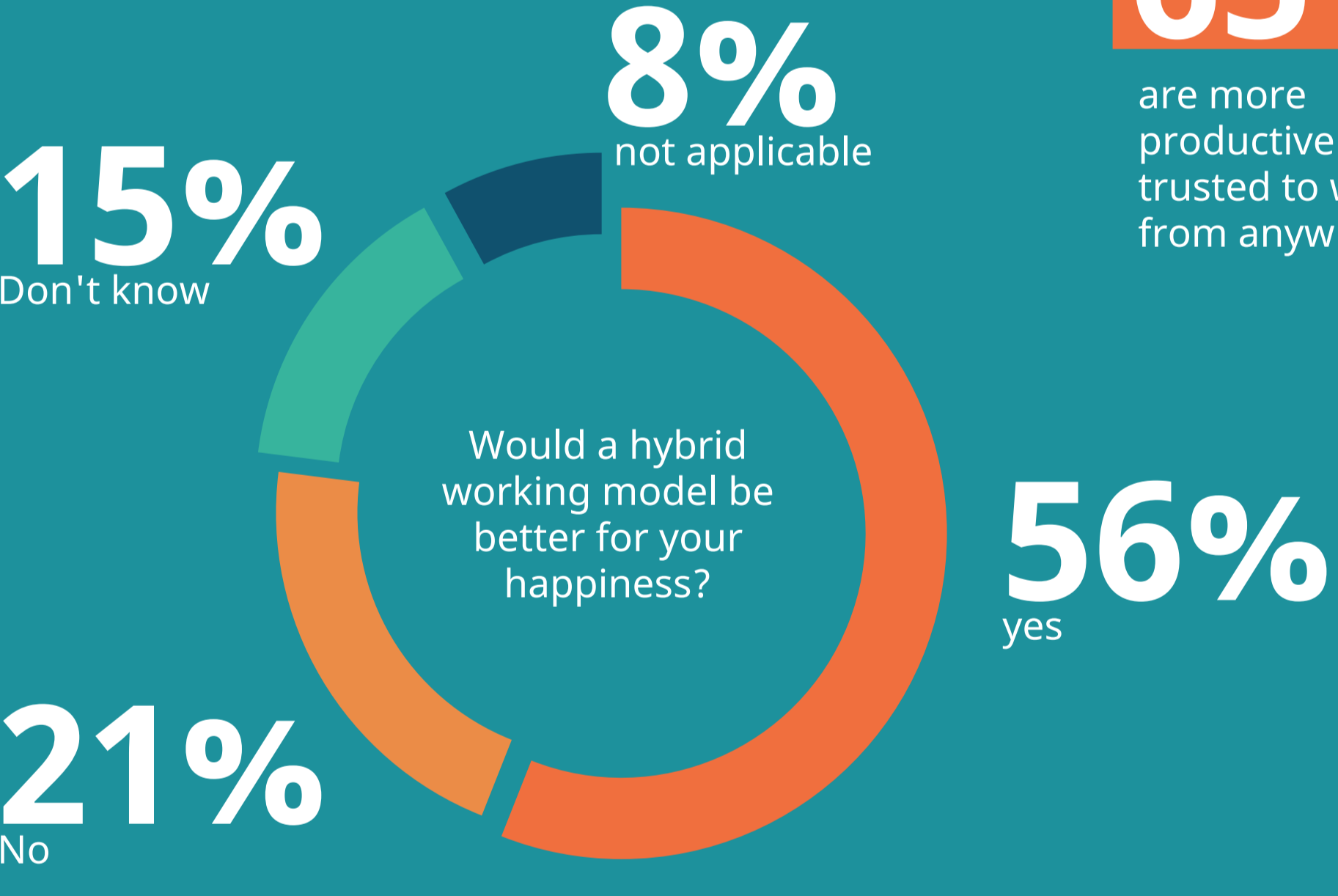
The best balance for well being is a hybrid working model



77% are more productive at work when feeling happy

54% are frustrated when proper tech tools are not available

65% are more productive when trusted to work from anywhere



Honesty and respect are our new top values



Our new values are impacting our relationship with organizations

69% of us are actively choosing organizations that reflect our values

45% of us are being more appreciative of good service

36% of us are being nicer to shop and customer service assistants

And in turn organizations have a big impact on our well-being

79% of us are expecting organisations' contact centres to do everything possible to make us happy customers

13% While only of us are feeling that organizations always make us feel good after an interaction

The least empathetic organizations were

